

Privacy Policy

Last updated: July 22nd, 2026.

This Privacy Policy explains how **The Bottle Shop Mũi Né** collects, uses, stores and protects personal data when customers visit our website, contact us, submit a product enquiry, place an order, arrange delivery or visit our store.

1. Who Is Responsible for Your Data

The Bottle Shop Mũi Né is operated by:

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Legal business name: Chi Nhánh Công Ty TNHH Cây Quất Hạnh Phúc

Business registration number: 3401217100-001

Registered address:

246 Nguyễn Đình Chiểu,
Phường Mũi Né,
Lâm Đồng

Việt Nam **Store address:** 246 Nguyễn Đình Chiểu, khu phố 3, Mũi Né, Lâm Đồng, Vietnam

Telephone: 0911233349

Email: shop@bottleshopmuine.com

For the purposes of this Privacy Policy, this business is referred to as “**The Bottle Shop**,” “**we**,” “**us**” or “**our**.”

Questions or requests concerning personal data should be directed to the contact details above.

2. Our Approach to Personal Data

The Bottle Shop seeks to collect only the personal data reasonably needed to:

- answer customer enquiries;
- confirm and fulfil orders;
- arrange collection or delivery;
- provide customer support;
- comply with legal and accounting requirements;
- protect customers, staff and property; and
- improve our website and services.

We do not intend to build detailed profiles of individual customers.

We do not sell or trade customer personal data.

We seek to avoid collecting sensitive personal data unless it is necessary for a specific lawful purpose.

Personal data will be retained only for as long as reasonably required for the purpose for which it was collected, subject to legal, accounting, security and dispute-resolution requirements.

3. Personal Data We May Collect

Depending on how a customer interacts with us, we may collect:

Contact information

- Name.
- Telephone number.
- Email address.
- Messaging-account details.
- Delivery address.
- Preferred language.

Order and enquiry information

- Products requested or purchased.
- Quantities.
- Order value.
- Purchase date.
- Collection or delivery instructions.

Customer questions and correspondence.
Complaints, returns and refund information.
Wholesale or business-customer details.

Payment information

We may collect information needed to confirm a payment, such as:

Payment method.
Amount paid.
Transaction reference.
Bank-transfer confirmation.
Invoice information.

We do not normally receive or store complete payment-card details when payment is processed by a bank, card terminal or external payment provider.

Age-verification information

Because we sell alcohol, staff may ask a customer or recipient to show identification to confirm that they are legally eligible to purchase or receive alcoholic products.

We do not normally retain a copy of an identity document merely because it was inspected for age verification.

Where recording the result is necessary, we should retain only the minimum information required, such as confirmation that age was checked, rather than a full copy of the document.

Website and technical information

When a customer visits our website, we or our website-service providers may receive technical information such as:

Internet Protocol address.
Browser and device type.
Operating system.
Referring website.
Pages visited.
Date and approximate time of access.

Language selection.
Cookie or similar technology identifiers.
Website error and security information.

Store security information

Security cameras may record images of customers and visitors in and around the store.

Cameras are used for safety, security, prevention of theft or fraud, incident investigation and protection of customers, staff and property.

Cameras should not be placed in areas where people would reasonably expect complete privacy.

4. Sensitive Personal Data

Vietnamese law distinguishes between basic personal data and sensitive personal data.

The Bottle Shop does not normally need sensitive personal data from retail customers.

Customers should not send us unnecessary information concerning matters such as:

- health or medical history;
- biometric information;
- precise location history;
- bank-account access credentials;
- private identification records; or
- other highly personal information.

There may be limited cases where sensitive information is relevant, for example:

- confirming eligibility to purchase an age-restricted product;
- responding to an allergy or health-related product complaint;
- investigating suspected fraud;
- handling an accident or safety incident; or
- complying with a lawful request.

In such cases, we will seek to limit collection and use to what is reasonably necessary.

5. How We Collect Personal Data

We may collect data:

- directly from the customer;
- through website forms;
- through telephone calls, email or messaging services;
- when an order is placed in the store;
- when delivery is arranged;
- through payment providers;
- through security cameras;
- through website cookies and analytics tools;
- from a person placing an order on someone else's behalf; or
- from a delivery service or other service provider involved in an order.

When a customer gives us another person's contact details, such as the name, telephone number or address of a delivery recipient, the customer should ensure that they are authorised to provide those details.

6. Why We Process Personal Data

We may process personal data for purposes including:

- responding to product enquiries;
- confirming product availability;
- preparing quotations;
- accepting and managing orders;
- processing and confirming payments;
- arranging collection or delivery;
- communicating with the purchaser or recipient;
- verifying eligibility to purchase or receive alcohol;
- issuing receipts or invoices;
- managing exchanges, returns and refunds;
- responding to complaints;
- maintaining accounting and transaction records;
- preventing fraud, theft, abuse or unlawful activity;
- maintaining website and information security;
- reviewing accidents or security incidents;

- improving the website and customer experience;
- sending marketing communications where permitted;
- complying with legal obligations; and
- establishing, exercising or defending legal claims.

We will not intentionally use personal data for a materially different purpose without an appropriate legal basis and, where required, informing the affected person.

7. Consent

Where Vietnamese law requires consent, we will seek consent before processing personal data.

Consent should be given voluntarily and based on adequate information about:

- the type of data being processed;
- the purpose of processing;
- the persons or organisations involved;
- the customer's relevant rights; and
- any reasonably foreseeable consequences.

A customer may withdraw consent by contacting us.

Withdrawal of consent does not necessarily affect processing that:

- took place lawfully before consent was withdrawn;
- is required to complete an existing transaction;
- is required by law; or
- is supported by another lawful basis.

Withdrawal may affect our ability to provide a service where the relevant information is necessary to fulfil the customer's request.

8. Orders and Product Enquiries

When a customer submits a product enquiry through the website, the information may be stored in the website's content-management or customer-enquiry system.

The information may then be used by authorised staff to:

- identify the requested product;
- check stock or pricing;
- contact the customer;
- record whether the enquiry was answered;
- arrange an order; and
- close or retain the enquiry for reasonable business records.

Submitting an enquiry does not automatically subscribe the customer to advertising messages.

Enquiry records should be deleted or anonymised when they are no longer reasonably needed.

9. Marketing Communications

We may send information about products, store news or promotions where:

- the customer has requested it;
- the customer has provided appropriate consent; or
- communication is otherwise permitted by law.

Marketing messages should identify The Bottle Shop and provide a reasonable way to stop receiving further messages.

Customers may unsubscribe or withdraw consent by:

- using an unsubscribe option where available;
- replying to the message;
- contacting the store; or
- emailing the privacy contact listed in this policy.

Operational communications about an existing enquiry, order, payment, collection, delivery, return or complaint are not treated as marketing messages.

10. Cookies and Website Technologies

The website may use cookies or similar technologies.

Some cookies are necessary for functions such as:

- security;
- language selection;
- age-verification display;
- navigation;
- form submission; and
- maintaining website preferences.

Other technologies may be used for analytics, performance measurement, embedded content or marketing.

Where required, customers will be given information and a choice before non-essential cookies are activated.

Customers can also control cookies through their browser settings. Disabling some cookies may affect how the website functions.

11. Wix and Other Service Providers

The Bottle Shop website is currently built using **Wix**.

Wix and other external service providers may process technical or customer information when they provide services such as:

- website hosting;
- content management;
- website forms;
- database storage;
- analytics;
- security;
- email;
- messaging;
- payment processing;
- maps;
- delivery; or
- technical support.

These providers process data under their own security systems, contractual arrangements and privacy terms.

We seek to provide service providers only with the information reasonably needed for their function.

12. Sharing Personal Data

We may disclose limited personal data to:

- authorised Bottle Shop staff;
- the legal entity operating the store;
- website and hosting providers;
- payment processors and banks;
- delivery drivers or delivery companies;
- accountants, auditors or professional advisers;
- information-technology and security providers;
- insurers;
- competent government or regulatory authorities;
- police or emergency services; or
- another party involved in a legal claim or investigation.

For example, a delivery driver may receive the recipient's name, telephone number, address and delivery instructions, but should not receive unrelated customer information.

We do not disclose personal data merely because another person asks for it.

13. International and Cross-Border Processing

Some website, cloud, messaging, payment or technical service providers may store or process data outside Vietnam.

Where personal data is transferred or made accessible outside Vietnam, we will seek to comply with applicable requirements concerning cross-border processing and personal-data protection.

Customers should be aware that services such as international website hosting, email, analytics and messaging platforms may involve technical processing in more than one country.

14. Data Retention

We retain different information for different periods depending on its purpose.

Typical considerations include:

- whether an enquiry remains active;
- whether an order has been completed;
- return or complaint periods;
- accounting and tax requirements;
- warranty or product-traceability needs;
- prevention of repeated fraud or abuse;
- legal limitation periods;
- security requirements; and
- whether a dispute or investigation is underway.

Indicative retention periods may include:

Uncompleted product enquiries: [for example, 6–12 months].

Completed customer-enquiry records: [for example, 12–24 months].

Order, invoice and payment records: for the period required by applicable accounting, tax and commercial law.

Marketing contact information: until consent is withdrawn or the information is no longer used.

Security-camera recordings: normally approximately [30/60] days, unless required for an incident, investigation or legal claim.

Website security logs: for a reasonable security and troubleshooting period.

These periods should be treated as operational guidelines rather than guarantees. Information may be deleted sooner when it is no longer needed or retained longer where lawfully required.

15. Data Security

We use reasonable organisational and technical measures appropriate to the size and nature of the business.

Measures may include:

- limiting access to authorised staff;
- using individual accounts and passwords;
- applying role-based access where available;
- enabling appropriate account-security features;
- keeping software and services updated;
- restricting access to security-camera recordings;
- backing up necessary business information;
- avoiding unnecessary copies of identity documents;
- reviewing access when staff responsibilities change; and
- deleting or anonymising information that is no longer needed.

No website, messaging service or storage system can be guaranteed to be completely secure.

Customers should avoid sending passwords, bank-access credentials or unnecessary identity documents through ordinary email, website forms or public messaging channels.

16. Personal-Data Incidents

A personal-data incident may include loss, unauthorised access, accidental disclosure, alteration or destruction of personal data.

Where an incident occurs, we will take reasonable steps to:

- contain the incident;
- identify the affected information;
- reduce possible harm;
- restore appropriate security;
- document what happened; and
- notify affected persons or competent authorities where required.

Customers who believe their information has been exposed or misused should contact us promptly.

17. Customer Rights

Subject to applicable Vietnamese law and any lawful exceptions, a person may have rights concerning their personal data, including the right to:

- be informed about processing;
- give or withhold consent where consent is required;
- access or request a copy of relevant data;
- request correction of inaccurate information;
- withdraw consent;
- request deletion of data;
- request restriction of processing;
- object to certain processing;
- complain about misuse;
- seek protection or compensation where legally available; and
- exercise other rights provided by applicable law.

Some rights are not absolute.

For example, we may need to retain certain transaction information to comply with accounting, tax, fraud-prevention or legal obligations even after a deletion request.

18. Exercising Your Rights

Requests concerning personal data should be sent to:

Email: [insert privacy email]

Telephone: [insert telephone number]

Address: [insert store or registered address]

A request should describe:

- the person making the request;
- the data or interaction concerned;
- the right they wish to exercise; and
- sufficient information for us to identify the relevant records.

We may request reasonable proof of identity before providing, changing or deleting personal data.

This helps prevent another person from improperly accessing a customer's information.

We will respond within the period required by applicable law or, where no specific period applies, within a reasonable time.

19. Children and Alcohol-Related Services

The website may be viewed by general visitors, but alcoholic products are not intended for purchase by people under 18.

We do not knowingly invite children to submit personal data for the purpose of purchasing alcohol.

Where we become aware that information has been submitted by a person under 18 in connection with an attempted alcohol purchase, we may:

- refuse the transaction;
- delete unnecessary information;
- retain limited information where needed for security or legal purposes; or
- contact a parent, guardian or competent authority where appropriate.

Age-verification tools on the website are intended to communicate the restriction but cannot independently confirm a visitor's identity.

20. Security Cameras

Customers and visitors entering the store may be recorded by security cameras.

Camera recordings are processed for purposes including:

- protecting customers and staff;
- protecting products, cash and property;
- preventing and investigating theft or fraud;
- reviewing accidents or disputes; and
- assisting competent authorities where legally required.

Recordings are accessible only to authorised persons.

They will normally be overwritten or deleted after the stated retention period unless a recording is required for a specific incident, investigation, insurance matter or legal claim.

21. External Websites and Social Platforms

Our website may link to external services such as:

- Google Maps;
- Facebook;
- Instagram;
- Zalo;
- WhatsApp;
- payment providers; or
- delivery platforms.

When a customer follows an external link or communicates through another platform, that platform may collect and process information under its own privacy policy.

The Bottle Shop does not control the independent privacy practices of those services.

22. Employee and Supplier Data

This public Privacy Policy primarily concerns customers and website visitors.

The Bottle Shop may separately process personal data relating to employees, job applicants, contractors, suppliers and business contacts for purposes such as:

- recruitment;
- employment administration;
- salary and benefits;
- scheduling;
- regulatory compliance;
- supplier management;
- contracts;
- payments; and
- business communication.

Access to this information should be limited to persons who need it for legitimate operational or legal purposes.

23. Management Responsibility

The Bottle Shop is a small business and may not maintain a separate personal-data protection department.

Responsibility for privacy matters is assigned to general management or another designated person.

Responsible contact: Alan, Director

Email: alan@bottleshopmuine.com

The absence of a separate privacy department does not remove the business's responsibility to protect personal data and respond to lawful requests.

24. Complaints

A person who believes that their personal data has been handled improperly should first contact The Bottle Shop so that the issue can be reviewed.

The complaint should include:

- the person's contact details;
- a description of the concern;
- relevant dates or communications; and
- the action requested.

A person may also exercise any right to complain to a competent authority or seek another remedy available under Vietnamese law.

25. Changes to This Policy

We may update this Privacy Policy when:

- the website changes;
- new order, delivery or payment functions are introduced;
- service providers change;
- our data practices change; or
- legal requirements are updated.

The latest version will be published on the website with its revision date.

Material changes may also be communicated through the website or another appropriate channel.

26. Contact Us

For questions, requests or complaints concerning personal data, contact:

The Bottle Shop Mũi Né

Legal business name: Chi Nhánh Công Ty TNHH Cây Quất Hạnh Phúc

Registered address:

246 Nguyễn Đình Chiểu,

Phường Mũi Né,

Lâm Đồng

Việt Nam **Store address:** 246 Nguyễn Đình Chiểu, khu phố 3, Mũi Né, Lâm Đồng, Vietnam

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